



Solicitation for Information
14 July 04

LOI # B04076

TITLE: Enterprise Content Management Platform and Services

Submission Deadline: 4 August 04 @ 9:30 AM

PRE-BID CONFERENCE: NO

Questions, in Microsoft Word Format, concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than 23 July 04 @ 12:00 Noon (Eastern Time). Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be answered and posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at
www.purchasing.state.ri.us.

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

Purpose

The Rhode Island Department of Administration, Office of Purchases, on behalf of the Division of Information Technology, requests Letters of Interest from vendors to provide technology and system solutions in the area of business process and content management including workflow management, digital imaging, document management, content management, computer output to laser disk (COLD), electronic reports management (ERM) and optical character recognition technologies. The outcome of this solicitation will decide the technical architecture, and qualify service providers experienced in implementing these technologies, guiding the State's investment in these technologies. This is not a solicitation to purchase any specific technology or services.

The state reserves the right to award under one or both of the following options:

1. Solution: The procurement or license of hardware, software, and bundled services providing either an application platform or solution set for the state.
2. Services: Qualification for the procurement of professional services for the design, configuration, integration, or other implementation of selected technologies.

Proposals should include descriptions of all hardware, software, architecture, training and professional services associated with the proposed solution. This solicitation, and any subsequent award, is governed by the State's General Conditions of Purchase, which is available at www.purchasing.state.ri.us

Scope and Anticipated use:

- Solution is considered a foundation platform for supporting and enabling government functions and applications involved with operating and managing business processes, structured and unstructured data assets, other electronic content and standardized user interface(s).
- Solution will be a primary enabler of business automation, eGovernment, and process streamlining projects including process modeling, simulation, work flow, and the development of applications for managing and executing business process.
- Solution will support both system to system, and human interactions.
- Solution will be used as a common technology and system infrastructure for a large number of point application solutions including a combination of business process management, transaction and document management capabilities. Proposed solution will not only be applied to forms and electronic documents, but to a whole range of both structured and unstructured data and content (video, audio, images, etc.).
- A common integration and application development platform to develop and manage "meta" applications across multiple legacy systems, divisions, and applications.

- Enterprise-wide cross agency, cross system, cross platform applications and integration projects (such as common intake, licensing, permitting, case management, transactional and business processes which cross agencies or branches of government)
- Service providers will be qualified based upon their ability to develop applications, integrate or otherwise implement selected solution(s). Service providers may be engaged on a project, deliverables or staff augmentation basis.

Considerations:

Total solution lifecycle cost is an important consideration which can be significantly reduced by an investment in the right Business Process Management and Document Management System and platform, if:

- It is robust enough to be applied to solve multiple business problems, reducing the # of investments, support costs and skills development.
- It is scalable enough to support enterprise wide requirements.
- It is open enough to develop and integrate a broad range of solutions.
- It reduces configuration and development costs when compared to alternatives.
- There is a large enough pool of experienced talent to draw upon to create a competitive environment for development, support, training and other services.
- It is simple and easy enough to use and configure, enabling low cost incremental change to systems and business processes, and a reduced training investment for both end users and systems support personnel

While any individual solution component may have an advantage in functionality or cost, it is the breadth of functionality in combination with open standards based API's, a process based service oriented architecture and strong, accessible service and integration providers that yield the greatest leverage for the State.

Definition of Terms:

- Business Process Management - Business process management (BPM) is a fundamentally new approach to business process innovation and management. The State strategy is not the piecemeal replacement of old processes with new, but a single program for the establishment of a capability for implementing and managing a continuous stream of business process innovations. The goal is efficiency and agility, allowing course corrections to be implemented in days and weeks, not months and years. The State seeks to empower every unit and every workgroup to take control of their processes and to make all the assets of the State available to be reused, reprocessed and recombined.
- Workflow - Workflow solution involves the mapping, modeling and management of all the manual and automatic internal business processes of a State organization.

- Document – Any container of coherent information. The media of these containers could be paper, microfilm, microfiche, fax, or various electronic files (e.g. email, word processing, presentation slides, etc.)
- Document Management – the process of managing documents through their lifecycle to meet a business need; from inception through creation, review, storage, dissemination and destruction
- Interoperability – the degree of global integration, compatibility, flexibility, and connectivity necessary for the seamless flow and management of information as a shared, reusable asset. This includes the ability to link business process steps to legacy systems as well.
- Scalability (and Extensibility) – the capability of the technology and the related infrastructure to expand to accommodate increased volumes and new business functions over time.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

Potential offerors are advised to review all sections of this solicitation carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Potential offerors are instructed to provide information on the products, services, and technical capabilities for the topics covered by this solicitation. Technical information must include solution architecture, supported standards, company background, partnering program, and any other information necessary for the state to understand vendor's solution and capabilities per the evaluation criteria set forth below.

Service providers must provide information describing the depth and breadth of resources and experience in the area of the topics covered by this solicitation. Service providers must define the roles and rates for the services anticipated to be provided for engagements under the topics covered by this solicitation. The state reserves the right to clarify roles and negotiate rates with selected vendors.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this letter of interest will be rejected as being non-responsive.

The state reserves the right to award to one or more offertory. The award will establish a master price agreement for product and services defined in the technical architecture. The award may be made directly from this solicitation or from a future RFP developed from information garnered by this LOI and other sources.

All costs associated with developing or submitting a proposal in response to this letter of interest, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.

Proposals are considered to be irrevocable for a period of not less than (90) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

Proposal misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered. The official time clock is located in the Reception Area of the DOA / Division of Purchases, One Capitol Hill, Providence, RI

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the selected vendor(s).

Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Letter of Interest will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws and will be released for inspection immediately upon request, once an award has been made. Exceptions may be considered by the purchasing agent concerning relevant, highly sensitive proprietary information that, if made public, may place a supplier at a competitive disadvantage.

The offeror should be aware of the State's MBE requirements, which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator, at (401) 222-6253 or visit the website <http://www.rimbe.org>

In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested.

<p>THERE MAY BE ADDITIONAL ADDENDA TO THIS BID/RFP AT ANY TIME BEFORE THE OPENING DATE AND TIME. IT IS THE <u>VENDOR'S RESPONSIBILITY</u> TO <u>CHECK</u> AND <u>DOWNLOAD</u> ANY AND ALL ADDENDA. AN ADDENDUM TO A BID/RFP IS LISTED AS THE BID NUMBER WITH AN "A" AND THE NUMBER OF THE ADDENDUM FOLLOWING; FOR EXAMPLE, 3025A1 INDICATES ADDENDUM #1 HAS BEEN ISSUED FOR BID 3025. 3025A2 INDICATES ADDENDUM #2 HAS BEEN ISSUED.</p>
--

**TOPIC AREAS FOR SERVICES COVERED BY THIS REQUEST
INCLUDE, BUT ARE NOT LIMITED TO:**

Evaluation Criteria:

1. Depth and breadth of solution offering 15%
 - a. Functionality, usability, security and degree of functional integration
 - a. b. Functionality includes business process management and simulation, imaging, scanning, optical and barcode recognition, forms, work flow management, document management, lifecycle content management, web content management, and identity management enabled
 - c. Application development tools, methodologies and systems management for a tightly integrated platform
2. Technology architecture 25%
 - a. Component based - Scalability, Reliability, etc.
 - b. Open, documented API's
 - i. XML based, web services support
 - ii. Support of open standards (ebXML, BPML, DMA, or other open industry supported standards)
 - c. Breadth of hardware / software / database platforms supported
 - d. Technical support and documentation
 - e. Proven integration to external rules engines, identity management infrastructure, legacy applications and third party point applications
 - f. Prototyping/modeling/simulation functionality
3. Depth and breadth of vendor support 15%
 - a. SI / Development partner program
 - 1). Certification / training support
 - 3). Number of certified SI / development partners
 - 3). # consultants trained and experienced on technology
4. Depth and breadth of state and local government experience 15%
 - a. Number and types and applications which have been built on platform
 - b. Reusable design, experience, code or frameworks for state applications (may reside in public domain or SI vendor partners)
 - c. Breadth of successful project experience
 - i. Range of scope and complexity of projects
 - d. Breadth and depth of state, local or federal government business processes, systems integration, and other requirements addressed by solution
 - e. Favor, local or New England experience
5. Total lifecycle cost - Product 15%
 - a. Software licensing costs
 - b. Alternative licensing models

- c. Anticipated implementation and training costs
 - d. Flexibility in implementation patterns
 - i. Solution stack (HW / SW)
 - e. Anticipated support & maintenance cost
6. Vendor qualifications 15%
- a. Completeness and scope of product vision
 - b. Vendor commitment to support product (core vs. secondary focus)
 - c. Financial viability
 - d. Commitment to state (relationship manager, training, staffing, level of exposure within the company, etc)

Vendors who receive a score of below 80 points will be eliminated from consideration. Only vendors scoring 80 points or above will be invited for presentations or additional due diligence, which may include interviews of customers, integration partners and technical support staff. Vendor scores may be adjusted based upon these interviews, presentations, reference checks, or any other additional due diligence.

The State reserves the right to select a single or multiple vendor(s) for negotiations or pilot project(s), or to invite top qualified vendors for additional competitive processes, negotiation or pilot project(s) prior to making final selection(s).

Notwithstanding the above, the State reserves the right to accept or reject any or all offerings, to award on the basis of cost alone, and to act in its best interest. The State also reserves the right to make one or more awards as a result of this solicitation and to act in its own best interest.

The ranked findings and selection recommendation will be submitted to the State's Architectural/Engineering Consultant Services Selection Committee, and forwarded to the Director of Administration for final selection consideration.

Any award resulting from this Request will be subject to the State's General Conditions of Purchase, and Information Technology Supplemental Terms & Conditions which are available from the Internet at: www.purchasing.state.ri.us , as well as the terms of this Request.

(Need to confirm – supplemental T&C's may have to be attached to solicitation – Brian Stern)

The State reserves the right to invite a qualified list of vendors in for presentations on their proposed solutions.

The state reserves the right to interview select references, customers and integration partners.

The State reserves the right to accept, reject or negotiate the scope, licensing and terms of any individual proposals or components of proposals.

The state reserves the right to require periodic Audited financial statements, tax returns, insurance, references, or other documentation necessary to establish Vendor's financial viability.

The state reserves the right to require additional documentation, demonstrations, or pilot projects deemed necessary to understand Vendor's proposed solution.

Questions concerning this solicitation may be e-mailed to the Division of Purchases in accordance with the terms and conditions expressed on page one of this solicitation. Responses to questions received, if any, will be provided, as an Addendum to this LOI, and posed on the Rhode Island (www.purchasing.state.ri.us). It is the responsibility of all interested offerors to download the information. *If technical assistance is required to download, call the Help desk at (401) 222-2142, ext. 134.*

Proposals to provide the services covered by this LOI must be received by the Division of Purchases **on or before the date and time listed on page one of this solicitation.** Responses **(an original plus five (5) copies) should be mailed or hand delivered in a sealed envelope marked "LOI #B04076: Enterprise Content Management Platform & Services" to:**

By Courier:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

By Mail:

RI Department of Administration
Division of Purchases
P. O. Box 6528
Providence, RI 02940-6528

Responses may include written proposals, plus electronic copies of supporting documentation on CDROM, in Microsoft Office or PDF file formats. **Additionally, one copy of the offeror's complete response to this solicitation is requested in an electronic format.** Five (5) copies of all materials (including all electronic files of supporting materials) must be provided.

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed to the Division of Purchases will not be considered. The "official" time clock is located in the reception area for the Division of Purchases.

RESPONSE CONTENTS

Responses must include the following:

- A completed and signed three-page R.I.V.I.P generated bidder certification cover sheet (downloaded from the RI Division of Purchases Internet home page at <http://www.purchasing.state.ri.us>,
- A description of solution(s), functionality, technical architecture, interface definitions (API's), systems documentation, support of technical standards, or any other information vendor may provide State in order to gain an understanding of the solution.

- A statement of experience describing the Vendor's background, qualification, and experience with and for similar implementations and uses, and all information described earlier in this solicitation.
- A description of vendor's implementation methodology, tools, partner program(s), certification and training processes.
- A list of implementation partners and relevant experience.
- A signed, sealed, and separate cost proposal (inclusive hourly rates, license fees and related licensing structures) for the proposed solution.
- A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at <http://www.purchasing.state.ri.us>.

Vendor is invited, but not required to, provide the following information:

- Comment on the scope and anticipated use of proposed solution.
- Any other documentation which may be helpful to the State in gaining an understanding of Vendor's offering.

END